

11/27/01  
1132 U.S. PTO

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**MIRICK O'CONNELL**  
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JC979 U.S. PTO  
09/994581  
11/27/01

November 27, 2001

Box Patent Applications  
U.S. Patent and Trademark Office  
P.O. Box 2327  
Arlington, VA 22202

Re: Web-Based Survey Method for Measuring Customer Service Response  
Our Reference: IBC/001/US

Dear Sir:

Enclosed is a patent application, including formal papers, as follows:

Applicant: Suriyan Lohavichan

Title: Web-Based Survey Method for Measuring Customer Service Response

Number of Pages of Specification: 21; Claims: 5; and Drawings: 5.

Please note we will pay the filing fee when we receive the notice to file missing parts.

If for any reason this application is found to be incomplete, or if at any time it appears that a telephone conference with counsel would help advance prosecution, please telephone the undersigned in Westborough, Massachusetts, (508) 898-1501.

Kindly acknowledge receipt of the foregoing by returning the enclosed self-addressed postcard.

Very truly yours,

  
Brian M. Dingman

BMD/jgm  
Enclosures

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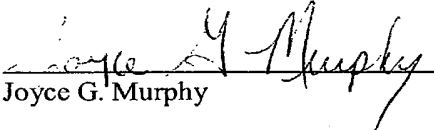
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CERTIFICATE OF EXPRESS MAILING

I hereby certify that the attached Patent Application is being deposited with the United States Postal Service, Express Mail Certificate No. EL891164082US, on this 27th day of November, 2001, in an envelope addressed to Box Patent Applications, U.S. Patent and Trademark Office, Arlington, VA 22202.

  
Joyce G. Murphy

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